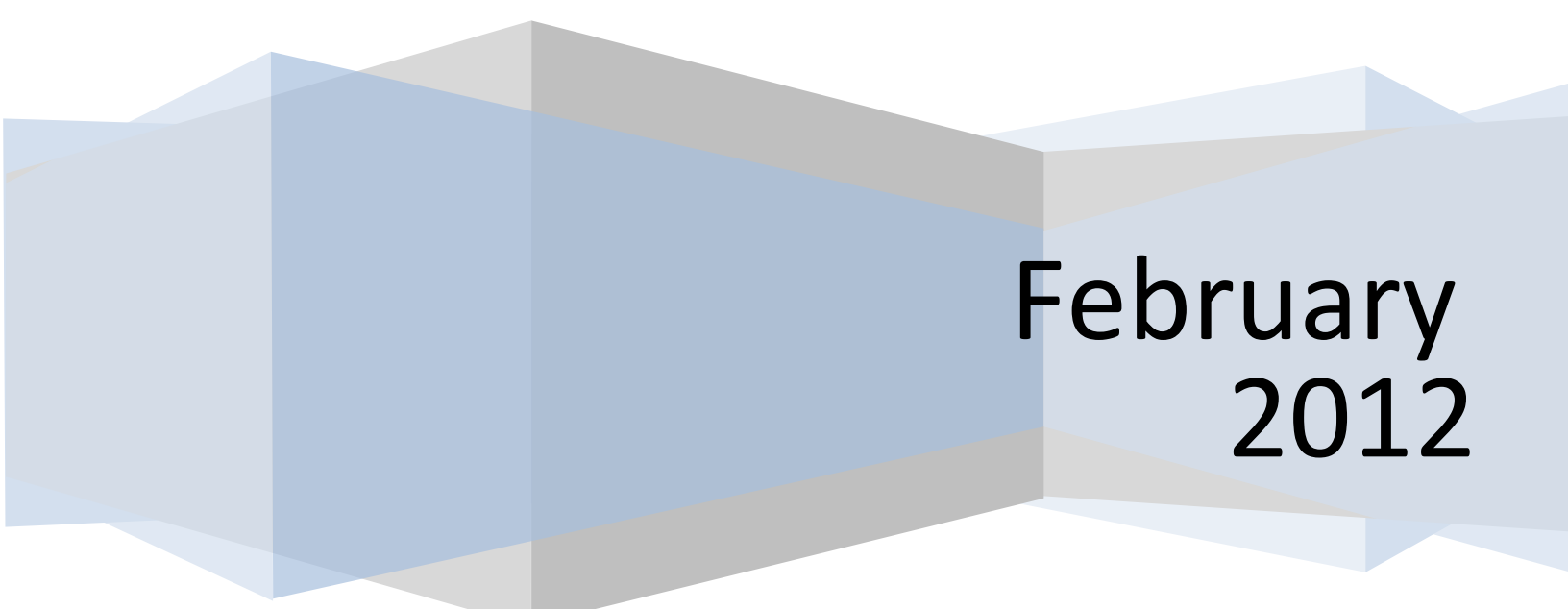


**Informatics**

# **Monthly Operating Letter**

City of Westfield



**February  
2012**

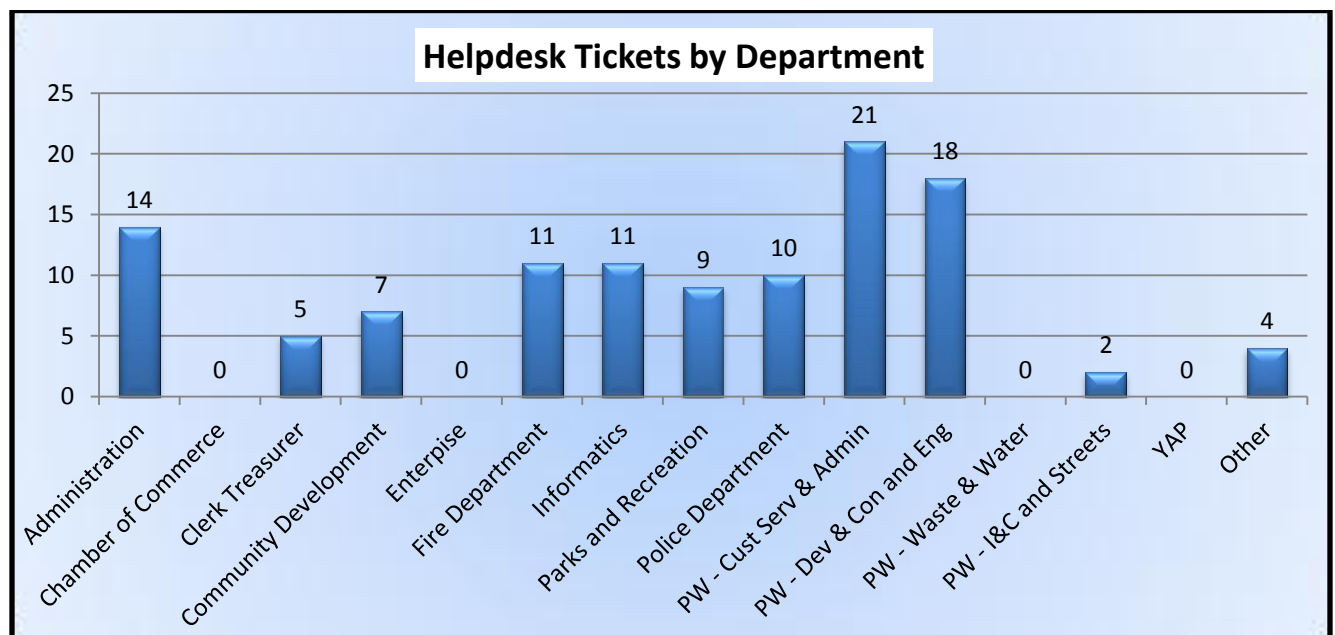
## HIGHLIGHTS:

- Distribution of monthly Informatics Bulletin
- Met with vendors to develop a city-wide WiFi plan
- Complete contracts with Comcast to provide internet to the new Training Facility buildings

## Technical Services

### Helpdesk

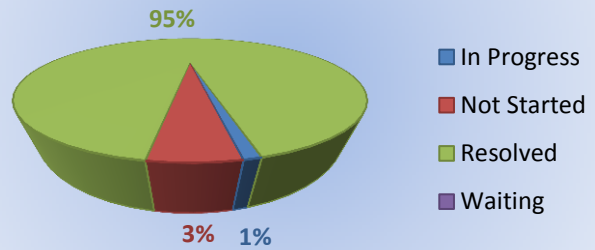
- End of the month Helpdesk:
  - Ticket Carryover: 8 of 9 work orders Resolved
  - 108 tickets created in Feb.
  - Resolved: 106
  - In Progress: 1
  - Not Started: 5
  - Waiting on Manufacturer/Supplier/Requestor: 0
  - Invalid/Duplicate: 0



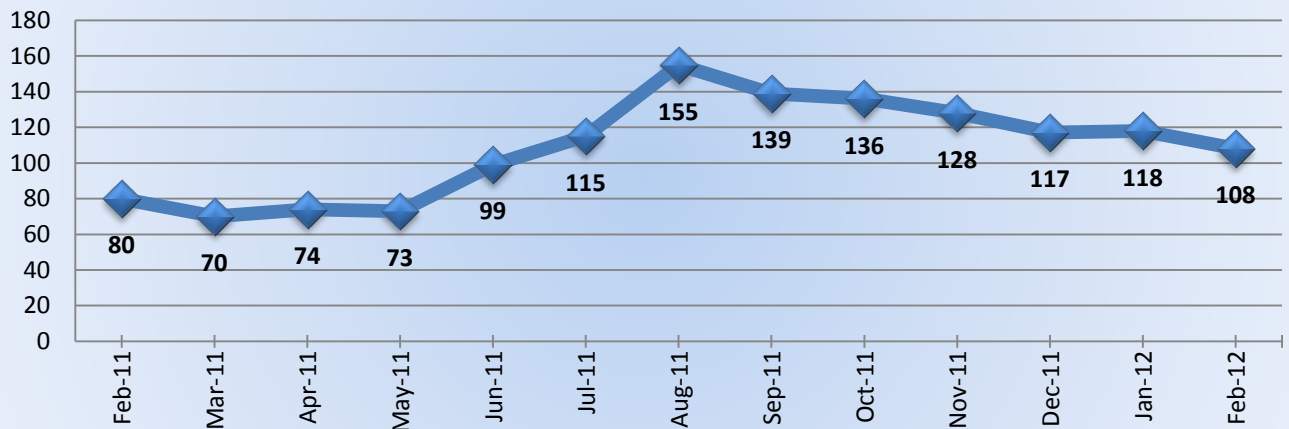
### Top Helpdesk Users

- |                   |                     |
|-------------------|---------------------|
| 1. Leane Kmetz    | 6. Anne Cotham      |
| 2. Neil VanTrees  | 7. Bob Rushforth    |
| 3. Kurt Wanninger | 8. Peg Richardson   |
| 4. Alisa Kam      | 9. Stephanie Fix    |
| 5. Andrew Murray  | 10. Jennifer Miller |

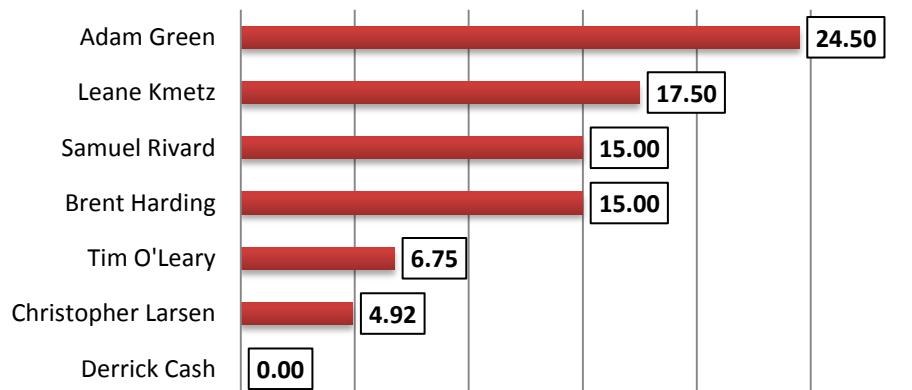
### Feb Helpdesk Status



### Open Ticket Totals Over a Year



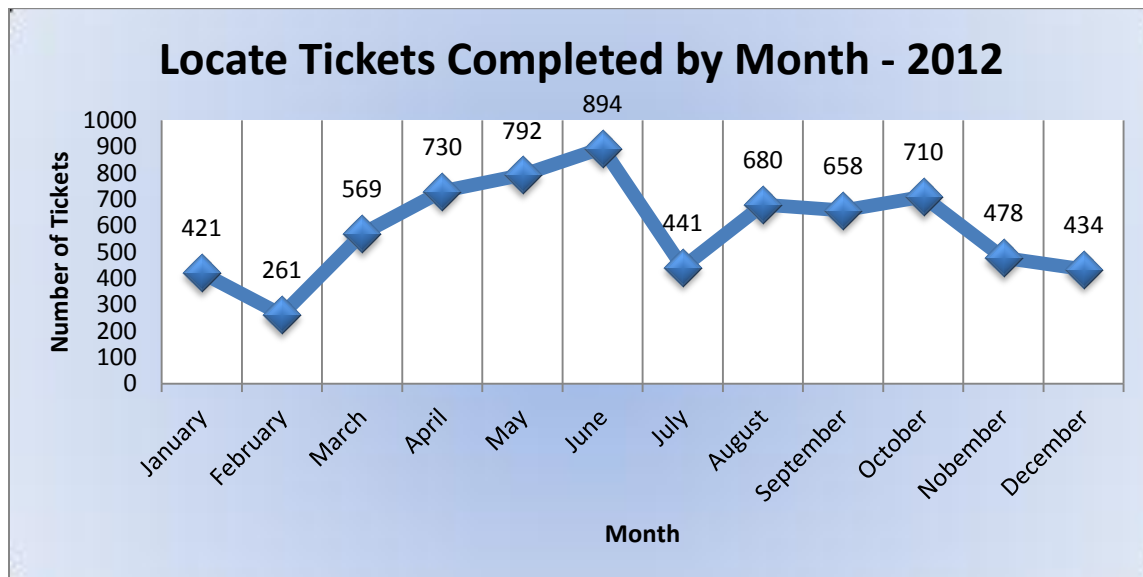
### Hours on HelpDesk Tickets



## Field and GIS Services

- **Field Services**

- o Tim located 421 tickets and processed 1,640 GPS Points



**Volunteerism:** 7 hours of volunteer work completed.

- Christopher had a meeting with Creating Mobility Board for 1 hour
- Leane spent 6 hours with Cassandra has a YAP mentor

**Training:** 51 hours of training completed.

- Leane had PJM training for 3 hours
- Lean had CPR training for 3 hours
- Tim had training at the Polis Center for 47 hours.